



National and Scottish Vocational Qualifications

Traffic Office
Level 2

Qualifications Standards

Skills for Logistics Help Desk 0870 242 7314

14 Warren Yard Warren Farm Office Village Milton Keynes MK12 5NW

F 0870 242 7315 E info@skillsforlogistics.org W www.skillsforlogistics.org

© copyright 2003 Skills for Logistics. No part of this publication may be reproduced or transmitted in any form by any means, electronic or mechanical including photocopying, recording or any information storage and retrieval system without permission in writing from the publishers.

LEVEL 2 TRAFFIC OFFICE

Mandatory Units

TO1 Contribute to effective working relationships (TGR3)

- 1 Maintain own performance in achieving quality standards
- 2 Work with colleagues to optimise productivity

TO2 Ensure your own actions reduce risks to health and safety (H&SA)

- 1 Identify the hazards and evaluate the risks in your workplace
- 2 Reduce the risks to health and safety in your workplace

TO3 Contribute to the provision of customer services (TGR4)

- 1 Develop and maintain effective relationships with customers
- 2 Provide service related information to customers
- 3 Assist in resolving customer complaints

TO4 Plan, organise and improve your work (CfA202)

- 1 Plan your work to meet other peoples' requirements
- 2 Carry out work to meet other peoples' requirements
- 3 Help improve your work

TO5 Investigate the suitability of collection or delivery points for loading and unloading (LOG5)

- 1 Confirm the accessibility of the collection and delivery points
- 2 Confirm the facilities for loading and unloading at collection and delivery points

TO6 Routing and scheduling of loads (LOG6)

- 1 Consolidate or breakdown consignments into loads
- 2 Determine a route and schedule for the transportation of loads

TO7 Allocate the resources for the transportation of loads (LOG7)

- 1 Determine the resources for transporting the load
- 2 Obtain and deploy resources to transport loads

TO8 Quote for the transportation of loads (LOG8)


- 1 Determine the work involved to undertake the movement of a consignment
- 2 Prepare and issue quotations for the movement of consignments

Additional Units

TO10 International road transport operations (LOG10)

- 1 Determine the requirements for international movements
- 2 Implement the requirements for international movements

Skills for Logistics National Occupational Standards

Unit		Skills for Logistics	Element		
Contribute to effective working relationships			Maintain own performance in achieving quality standards		
		Code	TGR3.1	issue	May 2003
Description of this element					
<p>You must be able to maintain your own performance in achieving quality standards. You must be able to confirm tasks, priorities and responsibilities clearly and accurately with the person setting them and perform those tasks in a way that is consistent with good practice within your organisation. You must maintain your personal appearance, equipment and work area in accordance with operational and organisation procedures, and report clearly, accurately and promptly to the relevant person any circumstances that prevent the achievement of the appropriate quality standards. You must seek constructive feedback on work achievement and performance from the appropriate people and identify your own learning needs accurately from this feedback and observation of your own performance. You must seek and take realistic opportunities to meet your own learning needs.</p>					
	You must be able to:-	You must know and understand:-			
P/W/Q	1. Confirm tasks, priorities and responsibilities clearly and accurately with the person setting them	a) The importance of understanding your own work role and the quality standards and output targets associated with it			
P/W/Q	2. Perform work tasks in ways that are consistent with good practice in your organisation	b) The quality and output requirements of yourself and colleagues			
O/W/Q	3. Maintain your personal appearance, equipment and the work area in accordance with operational and organisation procedures	c) Accepted working practices			
O/W/Q	4. Report clearly, accurately and promptly the circumstances that prevent achievement of quality standards, to the relevant person	d) Requirements for special clothing, standards of appearance and methods for maintaining your equipment and work area			
O/W	5. Seek constructive feedback on work achievement and performance from people in a position to give it	e) Circumstances that may prevent you meeting these standards			
Q/W	6. Identify your own learning needs accurately from feedback and observation of your own performance	f) The importance of feedback in improving personal work performance			
Q/W	7. Seek and take realistic opportunities to meet your learning needs	g) How to identify learning needs			
		h) Opportunities for learning that are available and how to select the relevant ones			
		i) Reporting mechanisms if quality standards cannot be achieved			
	<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness				

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance and questioning supported by witness testimony. The candidate will need to have knowledge and understanding of the importance of understanding their own work role and the quality standards and output targets associated with it. They will need to know what the quality and output requirements for themselves and colleagues are and what accepted good working practices are. They will need to know whether they need special clothing, what the standards of appearance are, and how to maintain their equipment and work area. The candidate will need to understand what circumstances may prevent meeting standards and why feedback is important in improving personal work performance, and who can give constructive feedback. They will need to know how to identify learning needs and they will need to know what opportunities for learning are available and how to select relevant ones. They will also need to know who should be told when quality standards cannot be achieved

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work being carried out.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Evidence should come from observing the candidate during his or her normal and typical work activities. The assessor must look to confirm that the candidate can maintain own performance in achieving quality standards. The candidate will need to demonstrate that they can do this during the differing **work contexts** of busy trading periods and normal trading periods. The candidate will need to show that they can maintain **quality standards** in quality of output, quantity of output and health and safety requirements. The candidate will also need to show how they can identify with **learning opportunities**, formal or informal.


Evidence from records produced and maintained by the candidate on current and previous work done in how they maintain own performance in achieving quality standards should also be readily available for the assessor to inspect.

Evidence from personal statements for the whole unit should explain how you work with others and how by doing so, you do your job well resulting in high quality standards of work. This would include :

- how you deal with colleagues on a daily basis
- how you deal with a colleague who disagrees with you about something
- how you would cope with colleagues who may disagree about responsibilities or working methods
- how you would deal with any unfair discrimination or harassment within the workplace
- show that you are able to keep commitments made to colleagues
- explain who you report to and for what areas, and on what occasions you will need to discuss specific issues with your immediate boss
- in what circumstances you have to seek your boss's authority
- you ask people to give you constructive feedback on how you do your job
- you decide on learning needs and future opportunities to improve further

NOTE.. Trading periods within the Road Haulage and Distribution Sector are operating periods.

Skills for Logistics National Occupational Standards

Unit		Skills for Logistics	Element	
Contribute to effective working relationships			Work with colleagues to optimise productivity	
		Code	TGR 3.2	issue May 2003
Description of this element				
<p>You must be able to work with colleagues to optimise productivity. You must confirm the responsibility for shared tasks with colleagues accurately and clearly and offer support to colleagues if required that is relevant to their priorities and consistent with your own responsibilities. You must accurately identify any misunderstandings and conflicts that are detrimental to working relationships and seek constructive solutions promptly. You must promptly action any requests by others that fall within your responsibility and explain clearly and politely and propose constructive alternatives when it is not possible for you to agree to others requests. When you need to ask for assistance or information from colleagues you must do so in clear and constructive manner</p>				
	You must be able to:-	You must know and understand:-		
P/O/W	1. Confirm responsibility for shared tasks clearly and accurately with colleagues	a) The importance of clarifying roles and responsibilities		
P/O/W	2. Offer support to colleagues that is relevant to their priorities and consistent with meeting your own responsibilities	b) The importance of supporting colleagues and the difference it make to productivity		
O/W/Q	3. Accurately identify misunderstanding and conflicts that are detrimental to working relationships and seek constructive solutions promptly	c) Ways of supporting colleagues		
P/W/Q	4. Promptly action requests by others that fall within your responsibility	d) How to recognise when colleagues need support and how to decide if giving support is consistent with your responsibilities		
P/O/W	5. Explain clearly and politely and propose constructive alternatives when it is not possible for you to agree to others' requests	e) The importance of recognising difficulties and misunderstandings and way of dealing with them constructively		
P/O/W	6. Ask colleagues for information and assistance in a clear and constructive manner	f) How to make and respond to requests for support constructively, including how to respond when you cannot action requests		
		g) The importance of keeping confidential information		
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness		

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance, questioning supported by witness testimony. The candidate will need to have knowledge and understanding of the importance of clarifying roles and responsibilities and what quality requirements relate to the work. They will need to understand the importance of supporting colleagues and the difference it makes to quality and output. They will also need to know ways of supporting colleagues and how to recognise when colleagues need support and how to determine whether giving support is consistent with own responsibilities. The candidate will need to understand the importance of recognising difficulties and misunderstandings and ways of dealing with them constructively, including informal methods and formal approaches such as: grievance and disciplinary procedures. They will need to know and understand how to make and respond to requests for support constructively, including occasions when you cannot action the request. They will also need to know the importance of keeping confidential information

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work being carried out.

When assessing knowledge and understanding it would be expected that any questioning would be recorded



Evidence should come from observing the candidate during his or her normal and typical work activities. The assessor needs to ensure that the candidate can work with colleagues to optimise productivity. The candidate will need to demonstrate how they work with **colleagues**, be they fellow workers, managers or employee representatives. They will also demonstrate the **support offered to others**, be it by giving information, giving advice, sharing work or training. The assessor will also need to see how the candidate deals with **misunderstandings and conflicts**; these could be personal differences, disputes about responsibilities and working methods, unfair discrimination and harassment.

Evidence from records produced and maintained by the candidate on current and previous occasions to work with colleagues to optimise productivity was carried out, should also be readily available for the assessor to inspect.

Evidence from personal statements for the whole unit should explain how you work with others and how by doing so, you do your job well resulting in high quality standards of work. This would include:

- how you deal with colleagues on a daily basis
- how you deal with a colleague who disagrees with you about something
- how you would cope with colleagues who may disagree about responsibilities or working methods
- how you would deal with any unfair discrimination or harassment within the workplace
- show that you are able to keep commitments made to colleagues
- explain who you report to and for what areas, and on what occasions you will need to discuss specific issues with your immediate boss
- in what circumstances you have to seek your boss's authority
- you ask people to give you constructive feedback on how you do your job
- you decide on learning needs and future opportunities to improve further

NOTE.. Trading periods within the Road Haulage and Distribution Sector are operating periods.

Unit			Element	
Ensure your own actions reduce risks to health and safety			Identify the hazards and evaluate the risks in your workplace	
			Code	H&SA1
Description of this element You must be able to identify the hazards and evaluate the risks in your workplace. You must correctly name and locate the persons responsible for health and safety in the workplace. You must identify operational and organisational procedures that are relevant to your working practices and which working practices in any part of your job role could harm yourself or other people. You must identify which aspects of the workplace could harm yourself and others and decide which of the potentially harmful aspects of the workplace are those with the highest risk . Hazards with a high risk must be reported to persons responsible for health and safety in the workplace and hazards with a low risk should be dealt with following operational and organisational procedures and legal requirements.				
	You must be able to:- O/Q 1. Correctly name and locate the persons responsible for health and safety in your workplace O/Q 2. Identify which operational and organisational procedures are relevant to your working practices O/Q 3. Identify those working practices in any part of your job role which could harm yourself or other people O/Q 4. Identify those aspects of the workplace which could harm yourself and others O/Q 5. Decide which of the potentially harmful aspects of the workplace are those with the highest risk to you or to others O/W/Q 6. Report those hazards with a high risk to the persons responsible for health and safety in the workplace O/W/Q 7. Deal with those hazards with low risks following operational and organisational procedures and legal requirements	You must know and understand:- a) Your legal duties for health and safety in the workplace as required by the current legislation, regulation and codes of practice b) Your duties for health and safety as defined by your job role c) What hazards exist in your workplace d) The particular health and safety risks which may be present in your own job role and the precautions you must take e) The importance of remaining alert to the presence of hazards in the whole workplace f) The importance of dealing with or promptly reporting risks g) The requirements and guidance on the precautions h) Agreed operational and organisational procedures relating to controlling risks to health and safety i) Responsibilities for health and safety in your job description j) The responsible persons to whom to report health and safety matters		
		<i>Recommended methods of collecting evidence</i>	P = performance O = outcome Q = questioning W = witness	

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

To 'Ensure your own actions reduce risks to health and safety', you must know and understand: - your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1974; your duties for health and safety as defined by specific legislation covering your job role; what hazards may exist in your workplace; the particular health and safety risks which may be present in your own job role and the precautions you must take; the importance of remaining alert to the presence of hazards in the whole workplace; the importance of dealing with or promptly reporting risks; the requirements and guidance on the precautions.

For this element primary evidence will come from the outcomes of performance, supported by questioning and witness testimony. You will need to know and understand: - agreed workplace policies relating to controlling risks to health and safety; responsibilities for health and safety in your job description; the responsible persons to whom to report health and safety matters.

You will also need to know recording and documentation procedures relating to the work involved.


The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to health and safety in the workplace.

Evidence should come from observing the candidate during his or her normal and typical work activities. You must provide evidence that you are able to identify the hazards and evaluate the risks in your workplace. It should be evident that you can identify and evaluate at least two of the following risks:- the use and maintenance of machinery and equipment; the use of materials or substances; working practices that do not conform to laid down policies; unsafe behaviour; accidental breakages or spillages; environmental factors.

Evidence from records produced and maintained by the candidate on current and previous work done identifying hazards and evaluating risks in the workplace, should also be readily available for the assessor to inspect.

When assessing knowledge and understanding it would be expected that any questioning would be recorded.

Skills for Logistics National Occupational Standards

Unit			Element			
Ensure your own actions reduce risks to health and safety			Reduce the risks to health and safety in your workplace			
			Code	H&SA2	issue	May 2003
Description of this element You must be able reduce the risks to health and safety in your workplace. You must carry out your working practices in accordance with legislation, regulation and codes of practice and follow the most recent operational and organisational procedures for your job role. You must rectify those health and safety risks that you are able to within the scope of your job and pass on any suggestions for reducing the risks to health and safety to responsible persons. You must also ensure that your personal conduct in the workplace does not endanger the health and safety for yourself and others. When using equipment, material or products you should follow the operational and organisational procedures and suppliers' or manufacturers' instructions for their safe use, and if any differences occur between these they should be reported as appropriate. You must make sure your personal presentation at work ensures the health and safety of yourself and others, meets any legal duties and is in accordance with operational and organisational procedures						
	You must be able to:-		You must know and understand:-			
O/P	1.	Carry out your working practices in accordance with legislation, regulation and codes of practice	a)	Your legal duties for health and safety in the workplace as required by the current legislation, regulation and codes of practice		
O/P/Q	2.	Follow the most recent operational and organisational procedures for your job role	b)	Your duties for health and safety as defined by your job role		
O/Q	3.	Rectify those health and safety risks that you are able to within the scope of your job responsibilities	c)	What hazards exist in your workplace		
O/W	4.	Pass on any suggestions for reducing the risks to health and safety within your job role to responsible persons	d)	The particular health and safety risks which may be present in your own job role and the precautions you must take		
O/P/Q	5.	Make sure your personal conduct in the workplace does not endanger the health and safety of yourself or others	e)	The importance of remaining alert to the presence of hazards in the whole workplace		
O/P	6.	Follow the operational and organisational procedures and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products	f)	The importance of dealing with or promptly reporting risks		
O/W/Q	7.	Report any differences between operational and organisational procedures and suppliers' or manufacturers' instructions as appropriate	g)	The requirements and guidance on the precautions		
O/W/Q	8.	Make sure your personal presentation at work ensures the health and safety of yourself and others, meets any legal duties and is in accordance with operational and organisational procedures	h)	The specific operational and organisational procedures covering your job role		
			i)	Suppliers' and manufacturers' instruction for the safe use of equipment, materials and products		
			j)	Safe working practices for your own job role		
			k)	The importance of personal presentation in maintaining health and safety in the workplace		
			l)	The importance of personal conduct in maintaining the health and safety of yourself and others		
			m)	Your scope and responsibility for putting right risks		
			n)	Workplace procedures for handling risks that you are unable to deal with		
		<i>recommended methods of collecting evidence</i>	P = performance	O = outcome	Q = questioning	W = witness

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

To 'Ensure your own actions reduce risks to health and safety', you must know and understand: - your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1974; your duties for health and safety as defined by specific legislation covering your job role; what hazards may exist in your workplace; the particular health and safety risks which may be present in your own job role and the precautions you must take; the importance of remaining alert to the presence of hazards in the whole workplace; the importance of dealing with or promptly reporting risks; the requirements and guidance on the precautions.

For this element primary evidence will come from the outcomes of performance, supported by performance in the workplace, questioning and witness testimony. You will need to know and understand:- the specific workplace policies covering your job role; suppliers' and manufacturers' instructions for the safe use of equipment, materials and products; safe working practices for your own job role; the importance of personal presentation in maintaining health and safety in the workplace; the importance of personal conduct in maintaining health and safety of yourself and others; your scope and responsibility for putting right risks; workplace procedures for handling risks which you are unable to deal with.

You will also need to know recording and documentation procedures relating to the work involved.



The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to health and safety in the workplace.

Evidence should come from observing the candidate during his or her normal and typical work activities to reduce risks to health and safety in the workplace. It should be evident that the candidate can follow workplace policies covering at least four of the following: - the use of safe working methods and equipment; the safe use of hazardous substances; smoking, eating, drinking and drugs; what to do in an emergency; personal presentation.

Evidence from records produced and maintained by the candidate on current and previous work done to reduce risks to health in the workplace, should also be readily available for the assessor to inspect.

When assessing knowledge and understanding it would be expected that any questioning would be recorded.

Skills for Logistics National Occupational Standards

Unit			Element	
Contribute to the provision of customer service			Develop and maintain effective relationships with customers	
			Code	TGR 4.1
Description of this element You must be able to develop and maintain effective relationships with customers. You must take time to develop positive relationships with customers and communicate in a way that promotes goodwill and trust. You must also ensure that your appearance and conduct are consistent with the corporate image of your employer at all times. Any commitments you make to customers must be realistic, within the limits of your authority and can be met within operational constraints. If commitments cannot be met, you must communicate this to the customer in a way that maintains effective working relationships.				
	You must be able to:-		You must know and understand:-	
O/W	1. Take time, within operational constraints, to develop positive relationships with customers	a)	The organisational policy on developing and maintaining effective relationships with customers	
P/W	2. Communicate in a manner which promotes confidence, goodwill and trust	b)	The range and essential features of services available, and how these relate to customer requirements	
P/O/W	3. Ensure that your appearance and conduct are consistent with the corporate image at all times	c)	How operational constraints impact on service provision	
O/Q	4. Ensure that commitments made to customers are realistic, within the limits of your own authority and are met within operational constraints	d)	The importance of establishing the position and authority of the customer	
O/Q/W	5. Communicate with the customer in a way that maintains effective working relationships if commitments cannot be met	e)	What the corporate image is, and why it is important to promote it positively	
		f)	The limits of your own authority and the consequences of operating outside these limits	
		g)	The communication structures and procedures within your organisation	
		h)	The importance of effective communication and the implications of not communicating effectively	
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness		

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be primarily from performance and outcome of performance, supported by witness testimony and questioning. The candidate will need to have knowledge and understanding of the organisational policy on developing and maintaining effective relationships with customers. They will need to know the range and essential features of services available, and how these relate to customer requirements. The candidate will need to understand how operational constraints impact on service provision and the importance of establishing the position and authority of the customer. They will also need to know about the corporate image is, and why it is important to promote it positively. The candidate will need to know the limits of your own authority and the consequences of operating outside these limits. The candidate will also need to know and understand the communication structures and procedures within your organisation and the importance of effective communication and the implications of not communicating effectively.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work being carried out.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Evidence should come from observing the candidate during his or her normal and typical work activities. The assessor must observe that **communication** both written and oral is carried out and it should be evident that the candidate can develop and maintain effective relationships with customers.



Evidence from records produced and maintained by the candidate on current and previous work done relevant to good communications with the customers should also be readily available for the assessor to inspect.

Evidence from personal statements for the whole unit needs to show that you are able to develop and maintain effective relationships with customers, provide customers with information and assistance in resolving any customer complaints. This would include:

- how you establish relationships with customers
- what your organisation's corporate image is and how you uphold that image
- how you show customers that you can be relied upon and that it is within your limits of authority
- what you do if commitments cannot be met, and to whom you communicate the problem to keep good working relationships with customers/clients how you provide information to customers/clients relevant to their needs what information you have to deal with
- how you communicate with a customer/client
- what procedures you follow to maintain confidentiality
- how you handle a complaint from a customer/client and what method of communication you use
- describe how your organisation follows up a complaint

The term 'customer' relates to external clients, people from other functions or departments within your own organisation, or anyone who depends on you for service.

Skills for Logistics National Occupational Standards

Unit			Element			
Contribute to the provision of customer service			Provide service related information to customers			
			Code	TGR 4.2	issue	May 2003
Description of this element You must be able to provide service related information to customers. You must acknowledge requests for information promptly and provide sufficient information to meet the customer's needs. You must ensure that your information is relevant, accurate, up to date and reflects organisational policy, and is presented in a manner which aids understanding and maintains an effective relationship with the customer. You must promptly refer requests that are outside the limits of your authority to the relevant people and ensure that you maintain confidentiality at all times.						
	You must be able to:-		You must know and understand:-			
P/O/W	1.	Acknowledge requests for information promptly	a)	The importance of good customer relations, and the consequences of failing to develop and maintain good customer relations		
O/W	2.	Provide sufficient information to meet the customer's needs	b)	The range and essential features of services available and how these relate to customer requirements		
O/W/Q	3.	Ensure that your information is relevant, accurate, up to date and reflects organisational policy	c)	The organisational policy on providing service related information to customers		
O/W/Q	4.	Present information in a manner which aids understanding and maintains an effective relationship with the customer	d)	The importance of acknowledging requests for information promptly and the consequences of failing to do so		
P/O/W	5.	Promptly refer requests which are outside the limits of your authority to the relevant people	e)	Why information must be relevant, accurate and up to date		
P/O/Q	6.	Maintain confidentiality at all times	f)	The correct manner in which to present information		
			g)	What to do when sufficient information to meet the customers needs is not immediately available		
			h)	The limits of your own authority and the consequences of operating outside these limits		
			i)	The communication structures and procedures within your organisation		
			j)	The type of customer request that must be referred to others in the organisation		
			k)	The importance of prompt referrals and informing the customer of such action		
			l)	The importance of maintaining confidentiality at all times		
			m)	The consequences of breaches of confidentiality		
			n)	The importance of effective communication and the implications of not communicating effectively		
			o)	The range of customers likely to be encountered, and the concept of and internal customer		
		<i>Recommended methods of collecting evidence</i>				
P = performance O = outcome Q = questioning W = witness						

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be primarily from performance and outcome of performance, supported by witness testimony and questioning. The candidate will need to have knowledge and understanding of the importance of good customer relations, and the consequences of failing to develop and maintain good customer relations. They will need to know the range and essential features of services available and how these relate to customer requirements. They will also need to know the organisational policy on providing service related information to customers. The candidate will need to understand the importance of acknowledging requests for information promptly and the consequences of failing to do so, why information must be relevant, accurate and up to date and they will need to know the correct manner in which to present information. The candidate will need to know what to do when sufficient information to meet customer needs is not immediately available, and the limits of your own authority and the consequences of operating outside these limits. They will also need to know and understand the communication structures and procedures within the organisation. The candidate will need to know the type of customer request, which must be referred to others in the organisation, the importance of prompt referrals and informing the customer of such action. They will need to know the importance of maintaining confidentiality at all times and the consequences of breaches of confidentiality. They will also need to know and understand the importance of effective communication and the implications of not communicating efficiently, what range of customers are likely to be encountered, and the concept of an internal customer.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work being carried out.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Evidence should come from observing the candidate during his or her normal and typical work activities. The assessor must see how **information is provided** both orally and in writing and it should be evident that the candidate can provide service related information to customers.



Evidence from records produced and maintained by the candidate on current and previous work done relevant to the provision of service related information to customers should also be readily available for the assessor to inspect.

Evidence from personal statements for the whole unit needs to show that you are able to develop and maintain effective relationships with customers, provide customers with information and assisting in resolving any customer complaints. This would include:

- how you establish relationships with customers
- what your organisation's corporate image is and how you uphold that image
- how you show customers that you can be relied upon and that it is within your limits of authority
- what you do if commitments cannot be met, and to whom you communicate the problem to keep good working relationships with customers/clients
- how you provide information to customers/clients relevant to their needs
- what information you have to deal with
- how you communicate with a customer/client
- what procedures you follow to maintain confidentiality
- how you handle a complaint from a customer/client and what method of communication you use
- describe how your organisation follows up a complaint

The term 'customer' relates to external clients, people from other functions or departments within your own organisation, or anyone who depends on you for service.

Skills for Logistics National Occupational Standards

Unit			Element			
Contribute to the provision of customer service			Assist in resolving customer complaints			
			Code	TGR 4.3	issue	May 2003
Description of this element You must be able to assist in resolving customer complaints. You must ensure that your communication with the customer regarding complaints is conducted in a polite manner and accurately establish the nature of the complaint. You must be able to propose actions in response to complaints that have been received and ensure these actions are verified with the customer in a manner that maintains effective relationships. Actions you take in response to a complaint must be within the limits of your authority, and complaints and your actions to those complaints must be recorded accurately and reported promptly to the relevant person.						
	You must be able to:-		You must know and understand:-			
P/W	1.	Ensure that your communication with the customer regarding complaints is conducted in a polite manner	a)	Your organisational complaints procedure and the consequences of not following procedure		
O/Q/W	2.	Accurately establish the nature of the complaint	b)	The importance of establishing the position and authority of the person making the complaint		
O/Q/W	3.	Propose actions in response to complaints that have been received and ensure these actions are verified with the customer in a manner that maintains effective relationships	c)	The range and essential features of services available, and how these relate to customer requirements		
O/Q	4.	Ensure that the actions you take in response to complaints received are within the limits of your own authority	d)	How operational constraints can affect the services provided		
O/W	5.	Record complaints accurately and report them promptly to the relevant person	e)	The limits of your own authority and the consequences of operating outside these limits		
			f)	Why accurate and complete documentation is important, and the possible consequences of incorrect completion		
			g)	The communication structures and procedures within your organisation		
			h)	The importance of effective communication and the implications of not communicating effectively		
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness				

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be primarily from performance and outcome of performance, supported by witness testimony and questioning. The candidate will need to have knowledge and understanding of the organisational complaints procedure and the consequences of not following this procedure. They will also need to understand the importance of establishing the position and authority of the person making the complaint. They will need to know the range and essential features of services available, and how these relate to customer requirements. They will also need to understand how operational constraints can affect the service provided. Candidates will need to know the limits of their authority and the possible consequences of operating outside these limits. They will need to know why accurate and complete documentation is important, and the possible consequences of incorrect completion. They will also need to know and understand the communication structures and procedures within the organisation and the importance of effective communication and the implications of not communicating effectively

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work being carried out.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Evidence should come from observing the candidate during his or her normal and typical work activities. The assessor must ensure that **communication is** spoken and written accurately and in the appropriate manner to assist in resolving customer complaints.

Evidence from records produced and maintained by the candidate on current and previous work done relevant to assisting in resolving customer complaints should also be readily available for the assessor to inspect.

Evidence from personal statements for the whole unit needs to show that you are able to develop and maintain effective relationships with customers, provide customers with information and assisting in resolving any customer complaints. This would include:

- how you establish relationships with customers
- what your organisation's corporate image is and how you uphold that image
- how you show customers that you can be relied upon and that it is within your limits of authority
- what you do if commitments cannot be met, and to whom you communicate the problem to keep good working relationships with customers/clients
- how you provide information to customers/clients relevant to their needs
- what information you have to deal with
- how you communicate with a customer/client
- what procedures you follow to maintain confidentiality
- how you handle a complaint from a customer/client and what method of communication you use
- describe how your organisation follows up a complaint

The term 'customer' relates to external clients, people from other functions or departments within your own organisation, or anyone who depends on you for service.

Skills for Logistics National Occupational Standards

Element CfA202.1 from the Administration Standards Unit
'Plan, organise and improve your own work'

Unit		Skills for Logistics	Element	
Plan, organise and improve your work			Plan your work to meet other peoples' requirements	
Code	CfA202.1		Issue	May 2003
Description of this element				
<p>You must be able to plan your work to meet other peoples' requirements. You must gather and record as much information as possible about the work that other people want you to do and ask questions if there is anything you are not sure about. You must also make sure the requested work is part of your responsibilities before you agreed to do it. When you are given deadlines to meet, you must inform the other people in plenty of time if these cannot be met. Work should be planned and prioritised according to the importance and urgency of each piece, asking other people for guidance on this if necessary, and you must make sure you have all the necessary resources available when you need them so work can be completed.</p>				
	You must be able to:-		You must know and understand:-	
O/Q	1. Gather and record as much information as possible about the work that other people want you to do	a)	why it is important to gather and note as much information as possible about work that the relevant person wants you to do	
O/P	2. Ask questions when there is anything you are not sure about	b)	why it is important to clarify things you are unsure about and how to do so	
O/Q	3. Make sure the requested work is part of your responsibilities	c)	your responsibilities in the team and organisation and why it is important to work within these	
O/W	4. Inform the other people if you feel you cannot meet required deadlines	d)	how to prioritise and plan pieces of work according to their urgency (how quickly the person wants it done) and importance (what could happen if it is not done)	
O/P/W	5. Prioritise different pieces of work according to their importance and urgency, asking other people for guidance if necessary	e)	why it is important to be flexible in changing your priorities when the importance and urgency of pieces of work change	
O/P	6. Plan each piece of work so that you can meet these priorities	f)	how to make the most efficient use of your time and things that may prevent that	
O/Q	7. Make sure you have all the necessary resources available when you will need them	g)	things that may help you plan your time such as diaries, planners, to-do lists, etc.	
		h)	the things you need in order to do your work and why you should keep these organised	
		i)	why it is important to keep your working area clean and tidy	
		j)	areas of your work where there could be lots of waste and how to keep this waste to a minimum	
		k)	why it is important to ask for help when you need it and who you can ask	
		l)	how to change work plans when necessary	
		m)	why it is important to provide work you have been asked to do on time and in a way that meets requirements	
		n)	what to do when you cannot meet deadlines	
		o)	why it is important to give people reasonable notice if you cannot meet their requirements	
	<i>Recommended methods of collecting evidence</i>	P = performance	O = outcome	Q = questioning W = witness

Skills for Logistics National Occupational Standards

Element CfA202.1 from the Administration Standards Unit 'Plan, organise and improve your own work'

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

To 'Plan, organise and improve your work', you must know and understand: - why it is important to gather and note as much information as possible about work that the relevant person wants you to do; why it is important to clarify things you are unsure about and how to do so; your responsibilities in the team and organisation and why it is important to work within these; how to prioritise and plan pieces of work according to their urgency (how quickly the person wants it done) and importance (what could happen if it is not done); why it is important to be flexible in changing your priorities when the importance and urgency of pieces of work change.

For this element primary evidence will come from the outcomes of performance supported by performance in the workplace, questioning and witness testimony. You will need to know and understand: - how to make the most efficient use of your time and things that may prevent that; things that can help you plan your time such as diaries, planners, 'to-do' lists etc. the things you need in order to do your work and why you should keep these organised; why it is important to keep your working area clean and tidy; areas of your work where there could be lots of waste and how to keep this waste to a minimum; why it is important to ask for help when you need it and who you can ask; how to change work plans when necessary; why it is important to provide work you have been asked to do on time and in a way that meets requirements; what to do when you cannot meet deadlines; why it is important to give people reasonable notice if you cannot meet their requirements

You will also need to know recording and documentation procedures relating to the work involved.


Evidence should come from observing the candidate during his or her normal and typical work activities. As the candidate you must show how you plan your work to meet other peoples' requirements. It should be evident that you can ask for guidance from at least two types of other people involved: - the line manager, persons requesting the work or other staff in your team. The candidate must also show and have available all of the following types of resources: - equipment, materials and information.

Evidence from records produced and maintained by the candidate on current and previous work planned to meet other peoples' requirements, should also be readily available for the assessor to inspect

When assessing knowledge and understanding it would be expected that any questioning would be recorded.

Skills for Logistics National Occupational Standards

Element CfA202.2 from the Administration Standards Unit
 'Plan, organise and improve your own work'

Unit		Skills for Logistics	Element	
Plan, organise and improve your work			Carry out work to meet other peoples' requirements	
			Code	CfA202.2 issue May 2003
Description of this element				
<p>You must be able to carry out work to meet other peoples' requirements. You must work in a way that makes the best use of your time and keeps unnecessary waste to a minimum. You must keep our immediate working area as clean and tidy as possible. You must follow your organisations procedures when carry out your work and if you handle confidential information it must be treated in the correct manner. When priorities change, you must be able to change your work plans to meet these new priorities with the agreement of the relevant people. You must provide work on time and make sure it meets the requirements of the person who has asked for it but if you cannot meet their requirements you must make sure you give them reasonable notice.</p>				
	You must be able to:-		You must know and understand:-	
O/P	1. Work in a way that makes the best use of your time		a) why it is important to gather and note as much information as possible about work that the relevant person wants you to do	
O/P	2. Keep your immediate working area as clean and tidy as possible		b) why it is important to clarify things you are unsure about and how to do so	
O/P	3. Keep waste to a minimum		c) your responsibilities in the team and organisation and why it is important to work within these	
O/P	4. Treat confidential information correctly		d) how to prioritise and plan pieces of work according to their urgency (how quickly the person wants it done) and importance (what could happen if it is not done)	
O/Q	5. Follow your organisations procedures when carrying out your work		e) why it is important to be flexible in changing your priorities when the importance and urgency of pieces of work change	
O/W	6. Change your work plans to meet new priorities, with the agreement of relevant people		f) why it is important to get feedback from other people and how to do so	
O/W	7. Provide work on time and make sure it meets the requirements of the person who has asked for it		g) areas of your work where you know you are up to standard and areas where you know you must improve	
O/W	8. Give relevant people reasonable notice if you cannot meet their requirements		h) how to identify and agree new responsibilities you could take on in the future	
			i) how to set and agree targets for yourself	
			j) what is a learning plan and how to develop one	
			k) the types of learning activities and learning styles that could help your work	
			l) why it is important to review your achievements and learning plan regularly	
 recommended methods of collecting evidence		P = performance	O = outcome	Q = questioning W = witness

Skills for Logistics National Occupational Standards

Element CfA202.2 from the Administration Standards Unit
'Plan, organise and improve your own work'

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

To 'Plan, organise and improve your work', you must know and understand:- why it is important to gather and note as much information as possible about work that the relevant person wants you to do; why it is important to clarify things you are unsure about and how to do so; your responsibilities in the team and organisation and why it is important to work within these; how to prioritise and plan pieces of work according to their urgency (how quickly the person wants it done) and importance (what could happen if it is not done); why it is important to be flexible in changing your priorities when the importance and urgency of pieces of work change.

For this element primary evidence will come from the outcomes of performance, supported by performance in the workplace, questioning and witness testimony. You will need to know and understand: - why it is important to get feedback from other people and how to do so; areas of your work where you know you are up to standard and areas where you know you must improve; how to identify and agree new responsibilities you could take on in the future; how to set and agree targets for yourself; what is a learning plan and how to develop one; the types of learning activities and learning styles that could help your work; why it is important to review your achievements and learning plan regularly.

You will also need to know recording and documentation procedures relating to the work involved.

Evidence should come from observing the candidate during his or her normal and typical work activities to carry out work to meet other peoples' requirements. It should be evident that as the candidate you can liase with all the following types of relevant people:- the line manager, the persons requesting the work and other staff in your team.

Evidence from records produced and maintained by the candidate on current and previous work done to meet other peoples' requirements, should also be readily available for the assessor to inspect

When assessing knowledge and understanding it would be expected that any questioning would be recorded.

Skills for Logistics National Occupational Standards

Element CfA202.3 from the Administration Standards Unit
'Plan, organise and improve your own work'

Unit		Skills for Logistics	Element		
Plan, organise and improve your work			Help improve your work		
Code	CfA202.3		issue	May 2003	
Description of this element					
<p>You must be able help improve your work. You must ask other people for feedback on your work and deal with this feedback in a positive way. You must consider your own work to identify your strengths and weaknesses, and agree with the relevant person targets to improve your work and take on new responsibilities. A learning plan must be agreed with the relevant person that will help you achieve your targets, and you must take part in any activities that support your learning plan. You must review how well you are achieving your agreed targets with the relevant person and alter your targets and activities accordingly.</p>					
	<p>You must be able to:-</p> <p>O/W 8. Ask other people for feedback on your work</p> <p>O/Q 9. Deal with this feedback positively</p> <p>O/Q 10. Consider your own work and identify your strengths and weaknesses</p> <p>O/W 11. Agree, with the relevant person, targets to improve your work and take on new responsibilities</p> <p>O/W 12. Agree a learning plan with the relevant person, that will help you to achieve these targets</p> <p>O/Q 13. Take part in activities that support this learning plan</p> <p>O/W 14. Review how well you are achieving the agreed targets, with the relevant person, and alter the targets and activities accordingly</p>	<p>You must know and understand:-</p> <p>j) why it is important to gather and note as much information as possible about work that the relevant person wants you to do</p> <p>k) why it is important to clarify things you are unsure about and how to do so</p> <p>l) your responsibilities in the team and organisation and why it is important to work within these</p> <p>m) how to prioritise and plan pieces of work according to their urgency (how quickly the person wants it done) and importance (what could happen if it is not done)</p> <p>n) why it is important to be flexible in changing your priorities when the importance and urgency of pieces of work change</p> <p>o) why it is important to continuously develop yourself in your job and career</p> <p>p) why it is important to get feedback from other people and how to do so</p> <p>q) areas of your work where you know you are up to standard and areas where you know you must improve</p> <p>r) how to identify and agree new responsibilities you could take on in the future</p> <p>s) how to set and agree targets for yourself</p> <p>t) what a learning plan is and how to develop one</p> <p>u) the types of learning activities and learning styles that could help your work</p> <p>v) why it is important to review your achievements and learning plan regularly</p>			
<p><i>Recommended methods of collecting evidence</i></p>		P = performance	O = outcome	Q = questioning	W = witness

Skills for Logistics National Occupational Standards

Element CfA202.3 from the Administration Standards Unit 'Plan, organise and improve your own work'

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

To 'Plan, organise and improve your work', you must know and understand:- why it is important to gather and note as much information as possible about work that the relevant person wants you to do; why it is important to clarify things you are unsure about and how to do so; your responsibilities in the team and organisation and why it is important to work within these; how to prioritise and plan pieces of work according to their urgency (how quickly the person wants it done) and importance (what could happen if it is not done); why it is important to be flexible in changing your priorities when the importance and urgency of pieces of work change.


For this element primary evidence will come from the outcomes of performance, supported by questioning and witness testimony. You will need to know and understand:- why it is important to continuously develop yourself in your job and career; why it is important to get feedback from your other people and how to do so; areas of your work where you know you are up to standard and areas where you know you must improve; how to identify and agree new responsibilities you could take on in the future; how to set and agree targets for yourself; what a learning plan is and how to develop one; the types of learning activities and learning styles that could help your work; why it is important to review your achievements and learning plan regularly

You will also need to know recording and documentation procedures relating to the work involved.

Evidence should come from observing the candidate during his or her normal and typical work activities. As the candidate you will need to show how you help to improve your work. It should be evident that you can ask for feedback from at least two types of other people involved, from the line manager, persons requesting the work or other staff in your team. You must show how you ask for all of the following types of feedback:- what you are doing well, what you can improve and what new responsibilities you could take on.

Evidence from records produced and maintained by the candidate on current and previous work done to improve their work, should also be readily available for the assessor to inspect.

When assessing knowledge and understanding it would be expected that any questioning would be recorded.

Unit		Skills for Logistics	Element	
Investigate the suitability of collection or delivery points for loading and unloading			Confirm the accessibility of the collection and delivery points	
			code	LOG 5.1
Description of this element				
<p>You will be able to confirm the accessibility of the collection and delivery points. You need to obtain information about the load to be collected or delivered and the type of vehicle available to make the collection or delivery. It will take into account any specific requirements the customer may have, providing they can be met within the constraints of the load and the vehicle. The vehicle is any vehicle used for the movement of loads by road. The load is any goods moved by road, rail, air or water. You will need to have knowledge of health, safety, security and environmental issues relating to the collection or delivery points. You must be able to confirm the accessibility of the collection or delivery points in the light of the information gathered and communicate the results to the relevant personnel in an appropriate manner.</p>				
	You must be able to:-		You must know and understand:-	
O/W/Q	1. Identify and confirm the requirements and constraints of the load to be moved	a)	The type and characteristics of the load to be moved	
O/W/Q	2. Establish a point of contact where collection or delivery point details can be obtained	b)	Types of vehicles suitable for carrying different loads	
O/W/Q	3. Obtain information on the physical access and security requirements of the collection or delivery points	c)	The relevant legislation, regulation and codes of practice for safe access to and from collection and delivery points e.g. Road Traffic acts and Out-of-Hours Loading	
O/W/Q	4. Obtain information on the health, safety and any environmental issues relating to the collection or delivery points	d)	Sources for information relating to health, safety and environmental issues	
O/W/Q	5. Obtain information on the relevant legislation, regulation and codes of practice that may effect collection or delivery points	e)	Relevant legislation, regulation and codes of practice	
O/W/Q	6. Determine any limitations or restrictions relevant to the accessibility of the collection and delivery points	f)	Recording and documentation procedures	
O/W/Q	7. Record and communicate the conclusions on the accessibility of the collection or delivery points with relevant personnel	g)	Methods of communication e.g. oral, written, electronic	
 <i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness				

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.



For the traffic office primary evidence will come from the outcomes of performance, supported by witness testimony and questioning of the candidate on their knowledge and understanding of the work being assessed. The candidate will need to have knowledge and understanding of the type of load and the associated characteristics of the load and how it has to be moved, what types of vehicles are suitable for the type of load being moved, the rules and regulations associated to the handling and movement of the loads, the process and procedures of collating the information and producing documentation for the movement of the loads.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to safe access both to and from collection and delivery points

It should be evident that the candidate can research and confirm information relating to the accessibility of the collection and delivery points both first hand as well as from filed data and information on record. They will need to show they can readily identify any limitations to the movement of the type of load involved, identify any health, safety or environmental issues associated to the collection or delivery points and recognise any restrictions and obstacles which will influence access and loading or unloading at the collection and delivery points. The assessor will need to see how the candidate maintains records and communicates conclusions on the accessibility of the collection and delivery points.

Evidence from records produced and maintained by the candidate on current and previous work done to confirm the accessibility of the collection and delivery points should also be readily available for the assessor to inspect.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Unit		Element		
<p align="center">Investigate the suitability of collection or delivery points for loading and unloading</p>			<p>Confirm the facilities for loading and unloading at collection and delivery points</p>	
			Code	LOG 5.2
<p>Description of this element</p> <p>You will be able to confirm the facilities for loading and unloading at collection and delivery points. You will need to obtain information about the load to be collected or delivered and the type of vehicle available to make the collection or delivery. It will also take into account any specific requirements the customer may have, providing they can be met within the constraints of the load and the vehicle. The vehicle is any vehicle used for the movement of loads by road. The load is any goods moved by road, rail, air or water. You must have knowledge of health, safety and environmental issues relating to the collection or delivery points. You must be able to confirm whether the loading or unloading facilities are suitable for loading or unloading the type of vehicle and load. You will then communicate the results to the relevant personnel in the appropriate manner. If any specialist equipment is required at the collection or delivery point, this should be identified and sourced.</p>				
	<p>You must be able to:-</p>		<p>You must know and understand:-</p>	
O/W/Q	1. Identify and confirm the requirements and constraints of loads to be moved	a)	The type and characteristics of the load to be moved	
O/W/Q	2. Establish a point of contact where collection or delivery point details can be obtained	b)	Types of vehicles suitable for carrying different loads	
O/W/Q	3. Obtain information on the physical loading or unloading facilities available at collection or delivery points relevant to the load and vehicle	c)	The type of facilities required for the loading and unloading	
O/W/Q	4. Confirm the loads and determine the suitability of the delivery or collection point	d)	Source and point of contact for information on the loading and unloading facilities	
O/W/Q	5. Identify and source any specialist equipment for loading and unloading of loads	e)	The relevant legislation, regulation and codes of practice for safe loading or unloading of vehicles	
O/W/Q	6. Agree appropriate action with the relevant personnel to resolve any problems with the facilities at the collection or delivery points	f)	Types and sources for specialist equipment	
O/W/Q	7. Obtain information on the health, safety and environmental issues relating to the collection or delivery points	g)	Sources for information relating to health, safety and environmental issues	
O/W/Q	8. Obtain information on the relevant legislation, regulation and codes of practice that may effect collection or delivery points	h)	Relevant legislation, regulation and codes of practice	
O/W/Q	9. Record and communicate the conclusions on the facilities for loading and unloading with relevant personnel	i)	Recording and documentation procedures	
		j)	Methods of communication e.g. oral, written, electronic	
		<p><i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness</p>		

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.



For the traffic office primary evidence will come from the outcomes of performance, supported by witness testimony and questioning of the candidate on their knowledge and understanding of the work being assessed. The candidate will need to have knowledge and understanding of the type of load and the associated characteristics of the load and how it has to be moved, what types of vehicles are suitable for the type of load being moved, the rules and regulations associated to the handling and movement of the loads, the process and procedures of collating the information and producing documentation for the movement of the loads.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to safe loading and unloading facilities.

It should be evident that the candidate can research and confirm information relating to the facilities for loading and unloading at collection and delivery points both first hand as well as from filed data and information on record. They will need to identify and confirm the physical aspects of loading and unloading, what needs there are for any specialised equipment and consider any Health, Safety or environmental issues that have to be taken into account during the collection or delivery of loads. The assessor will need to see how the candidate maintains records and communicates conclusions on the facilities for loading and unloading at the collection and delivery points.

Evidence from records produced and maintained by the candidate on current and previous work done to confirm the facilities for loading and unloading at the collection and delivery points should also be readily available for the assessor to inspect

When assessing knowledge and understanding it would be expected that any questioning would be recorded.

Unit			Element	
Routing and scheduling of loads			Consolidate or breakdown consignments into loads	
			code	LOG 6.1
Description of this element				
<p>You must be able to consolidate or breakdown consignments into loads. You must obtain information on the identity, delivery times and destinations of consignments to enable you to optimise their consolidation or breakdown into loads to match the resources available. The load is any goods moved by road, rail, air or water. You must be able to sort the consignments according to destination, delivery window, physical environment and the characteristics of the consignments to make up the optimum loads that are suitable for the types of vehicles that are available to you. The vehicle type is any vehicle used for the movement of loads by road. You will report and communicate information on the loads to the relevant personnel. You should also know the appropriate action to take in circumstances where consignments cannot be consolidated or broken down into loads.</p>				
	You must be able to:-		You must know and understand:-	
O/W/Q	1. Identify each consignment and obtain details of time and destination for delivery of the loads.		a) The type of load and characteristics of the consignment to be moved	
O/W/Q	2. Collate consignments and identify all sorting parameters relevant to the delivery or collection of the loads		b) Types of vehicles to be used for carrying different loads	
O/W/Q	3. Confirm the method of transport and the types of vehicles and equipment to be used		c) Different modes of transport	
O/W/Q	4. Consolidate or breakdown consignments into optimum loads taking into account the driver and vehicle operating parameters in accordance with relevant legislation, regulation and codes of practice.		d) Limitations of routes, vehicles, equipment and drivers	
O/W/Q	5. Record and communicate information on the load to the appropriate personnel in accordance with operational and organisational procedures.		e) Vehicle weights and dimensions	
O/W/Q	6. Take appropriate action to resolve any problems with the consolidation of consignments or the breaking down into loads in accordance with operational and organisational procedures.		f) Methods of load distribution	
O/W/Q	7. Identify and report any consignments that cannot be consolidated or broken down into loads in accordance with operational and organisational procedures		g) Typical sorting parameters e.g. destination, delivery window, physical environment and the characteristics of the consignments.	
			h) Environmental, economy and efficiency issues relating to the load and the vehicle	
			i) Relevant legislation, regulation and codes of practice	
			j) Documentation systems and procedures	
			k) Operational and organisational procedures when resolving problems	
			l) Sources for information relating to health, safety and environmental issues	
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness		

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.



For the traffic office primary evidence will come from the outcomes of performance, supported by witness testimony and questioning of the candidate on their knowledge and understanding of the work being assessed. The candidate will need to have knowledge and understanding of the type of load and the associated characteristics of the load and how it has to be moved, what types of vehicles are suitable for the type of load being moved, the rules and regulations associated to the handling and movement of the loads, the process and procedures of collating the information and producing documentation for the movement of the loads.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the routing and scheduling of loads.

It should be evident that the candidate can research and confirm information relating to the consignment and consolidate or breakdown consignments into loads. They will need to determine any sorting parameters of a consignment and determine the most optimum method of movement for the loads relating to the mode of transport, type of vehicle and any specific equipment. The candidate will have to take into account the driver and vehicle operating parameters when routing and scheduling the loads. The assessor should ensure that the candidate has taken account of any limitations in determining the method of distribution and any health, safety or environmental issues to be catered for. The assessor will need to see how the candidate maintains records and communicates on the consolidation or breakdown of consignments into loads.

Evidence from records of the consolidation and breakdown of consignments into loads should also be available as produced and maintained by the candidate.

When assessing knowledge and understanding it would be expected that any questioning would be recorded.

Unit			Element			
Routing and scheduling of loads			Determine a route and schedule for the transportation of loads			
			code	LOG 6.2	issue	May 2003
<p>Description of this element</p> <p>You must be able to determine a route and schedule for the transportation of loads. You will need to obtain the relevant information to enable you to optimise the sequence for the collection or delivery of loads to be undertaken by each vehicle to meet customers specified delivery time windows. The vehicle type is any vehicle used for the movement of loads by road. The load is any goods moved by road, rail, air or water. You will need to be able to route the vehicles in the most economic way having regard for any route restrictions such as weight or height limits, this should also take into account such things as the avoidance of peak traffic flows, town centres or unsuitable bye-roads. There may also be time limits associated with the loads e.g. perishable goods.</p> <p>You should know the relevant legislation, regulation and codes of practice that may affect the use of the vehicle and make best use of the routing and scheduling process to conserve fuel whilst lowering the vehicles' environmental impact on the community. You must be able to generate loading and routing in accordance with operational and organisational procedures that take account of the distribution of the load on the vehicle.</p>						
	You must be able to:-		You must know and understand:-			
O/W/Q	1. Confirm the load and type of vehicle		a) The type of load and characteristics of the consignment to be moved			
O/W/Q	2. Prioritise and optimise delivery and collection schedule to meet customer requirements		b) Types of vehicles to be used for carrying different loads			
O/W/Q	3. Identify any limitations of routes for the vehicle and the load		c) Different modes of transport			
O/W/Q	4. Optimise the route taking into account fuel efficiency and drivers hours		d) Limitations of routes, vehicles, equipment and drivers			
O/W/Q	5. Route and schedule all loads in accordance with relevant legislation, regulation and codes of practice		e) Sources of routing information			
O/W/Q	6. Take the appropriate action to deal with loads that cannot routed and scheduled in accordance with operational and organisational procedures		f) Time, destination, delivery and collection schedules.			
O/W/Q	7. Generate documentation and record the routing and scheduling instructions in accordance with operational and organisational procedures		g) Operational and organisational procedures for dealing with loads that cannot be routed and scheduled			
			h) Relevant legislation, regulation and codes of practice			
			i) Recording and documentation procedures			
			j) Sources for information relating to health, safety and environmental issues			
 <p>Recommended methods of collecting evidence P = performance O = outcome Q = questioning W = witness</p>						

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.


For the traffic office primary evidence will come from the outcomes of performance, supported by witness testimony and questioning of the candidate on their knowledge and understanding of the work being assessed. The candidate will need to have knowledge and understanding of the type of load and the associated characteristics of the load and how it has to be moved, what types of vehicles are suitable for the type of load being moved, the rules and regulations associated to the handling and movement of the loads, the process and procedures of collating the information and producing documentation for the movement of the loads.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the routing and scheduling of loads.

It should be evident that the candidate can research and confirm information to determine a route and schedule for the transportation of loads. They will need to show they can readily identify any limitations to the movement of the type of load involved and recognise any restrictions and obstacles, which will influence the selection of a route. They will also show their awareness of fuel efficiency and time involved with the chosen route. The assessor will also confirm that the candidate has taken account of the laws, regulations and restrictions associated with routes used to transport loads. The assessor will also need to see how the candidate maintains records and communicates on determining a route and schedule for the transportation of loads.

Evidence from records of the routing and scheduling instructions should also be available as produced and maintained by the candidate.

When assessing knowledge and understanding it would be expected that any questioning would be recorded.

Unit		Skills for Logistics	Element	
Allocate the resources for the transportation of loads			Determine the resources for transporting the load	
			code	LOG 7.1
Description of this element				
<p>You must be able to determine the resources for transporting the load. You will need to obtain the relevant information to enable you to confirm the details of the loads to be delivered and the routes to be undertaken. The load is any goods moved by road, rail, air or water. You must be able to identify suitable vehicles and drivers to undertake each of these collections or deliveries and identify any specialist equipment that may be required. The vehicle type is any vehicle used for the movement of loads by road. You will ensure that all vehicles and equipment meet the relevant legislation, regulation and codes of practice and that the driver has the necessary licences and drivers hours to undertake the task within a suitable safety margin. You will need to allocate the resources in the most efficient manner e.g. the most economical vehicle on the longest route. You must be able to maintain records of all drivers, vehicles and equipment deployed in accordance with operational and organisational procedures.</p>				
	You must be able to:-		You must know and understand:-	
O/W/Q	1	Obtain and confirm the details of the loads to be delivered	a)	The type of load and characteristics of the consignment to be moved
O/W/Q	2	Confirm the routing and scheduling information for transporting the loads	b)	Different modes of transport
O/W/Q	3	Identify the availability and suitability of the driver, vehicle and equipment required for transporting the load safely and efficiently.	c)	Types of vehicles and equipment used for carrying the different loads
O/W/Q	4	Ensure that the vehicles and equipment to be used comply with the relevant legislation, regulation and codes of practice	d)	Skills and qualifications of driver personnel
O/W/Q	5	Select and allocate the driver, vehicle and equipment for transporting the loads	e)	The relevant legislation, regulations and codes of practice in relation to the allocation of resources:- e.g. drivers hours and licence regulations, vehicle operators licensing requirements and environmental operating procedures
O/W/Q	6	Maintain records of the driver, vehicle and equipment allocated for transporting the loads in accordance with operational and organisational procedures	f)	Route, destination, delivery and collection schedules.
O/W/Q	7	Communicate, agree and record any actions taken to resolve problems with the allocation of resources in accordance with operational and organisational procedures	g)	Documentation systems and procedures
			h)	Relevant health, safety and environmental issues
			i)	Methods of communication e.g. oral, written, electronic
	<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness			

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For the traffic office primary evidence will come from the outcomes of performance, supported by witness testimony and questioning of the candidate on their knowledge and understanding of the work being assessed. The candidate will need to have knowledge and understanding of the type of load and the associated characteristics of the load and how it has to be moved, what types of vehicles are suitable for the type of load being moved, the rules and regulations associated to the handling and movement of the loads, the process and procedures of collating the information and producing documentation for the movement of the loads.



The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the allocation of resources for the transportation of loads.

It should be evident that the candidate can research and confirm information to determine the resources for transporting the loads. They will need to demonstrate how and where they source and confirm the information for routing, destination, delivery or collection schedules for the load, the method of transportation and what personnel skills, vehicles, and equipment are required. The assessor must ensure that the candidate has correctly allocated resources in respect of drivers' hours, licence regulations, vehicle operators licensing requirements and environmental operating procedures. The assessor will need to see how all this information is collated, recorded and communicated for reference and further use.

Evidence from records produced and maintained by the candidate on current and previous work done to determine resources for transporting the load should also be readily available for the assessor to inspect.

When assessing knowledge and understanding it would be expected that any questioning would be recorded.

Skills for Logistics National Occupational Standards

Unit		Element	
<p style="text-align: center;">Allocate the resources for the transportation of loads</p>			
		code	LOG 7.2
		issue	May 2003
<p>Description of this element</p> <p>You must be able obtain and deploy resources to transport loads. You must authorise the use of drivers, vehicles or equipment for transporting loads, providing clear instructions or documentation to the relevant personnel. The load is any goods moved by road, rail, air or water. The vehicle type is any vehicle used for the movement of loads by road. You will issue relevant consignment or proof of delivery notes for each collection or delivery and maintain records of all the resources allocated in accordance with organisational procedures. You must be able to take appropriate action for any resources that cannot be allocated, maintaining records and informing relevant personnel of the actions taken in accordance with organisational procedures.</p>			
	<p>You must be able to:-</p>	<p>You must know and understand: -</p>	
O/W/Q	1 Confirm the resources that are to be allocated for the movement of the loads	a) The type of load and characteristics of the consignment to be moved	
O/W/Q	2 Authorise the use of the resources with any necessary information or documentation.	b) Types of vehicles and equipment used for carrying different loads	
O/W/Q	3 Issue any consignment documents or proof of delivery notes in accordance with operational and organisational procedures	c) Different modes of transport	
O/W/Q	4 Maintain records and advise customers or other relevant personnel of the resources allocated	d) Skills and qualifications of driver personnel	
O/W/Q	5 Take action to resolve problems with the deployment of resources and record the actions taken in accordance with operational and organisational procedures	e) The relevant legislation, regulations and codes of practice in relation to the allocation of resources:- e.g. drivers hours and licence regulations, vehicle operators licensing requirements and environmental operating procedures.	
O/W/Q	6 Inform the relevant personnel of the resources allocated and any actions taken in accordance with operational and organisational procedures	f) Route, destination, delivery and collection schedules.	
		g) Documentation systems and procedures	
		h) Relevant health, safety and environmental issues	
		i) Methods of communication e.g. oral, written, electronic	
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness	

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For the traffic office primary evidence will come from the outcomes of performance, supported by witness testimony and questioning of the candidate on their knowledge and understanding of the work being assessed. The candidate will need to have knowledge and understanding of the type of load and the associated characteristics of the load and how it has to be moved, what types of vehicles are suitable for the type of load being moved, the rules and regulations associated to the handling and movement of the loads, the process and procedures of collating the information and producing documentation for the movement of the loads.



The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the allocation of resources for the transportation of loads.

It should be evident that the candidate can research and confirm information to obtain and deploy resources to transport loads. They will need to demonstrate what resources have been identified and how these will be obtained and deployed to transport the loads. How the use of the resources are authorised and what documentation and instructions are issued and recorded to inform and provide for the transportation of the loads. The assessor must ensure that the candidate has obtained and deployed resources taking account of drivers hours, licence regulations, vehicle operators licensing requirements and environmental operating procedures. The assessor will need to see how all this information is collated, recorded and communicated for reference and further use.

Evidence from records produced and maintained by the candidate on current and previous work done to obtain and deploy resources to transport loads should also be readily available for the assessor to inspect.

When assessing knowledge and understanding it would be expected that any questioning would be recorded.

Skills for Logistics National Occupational Standards

Unit			Element		
Quote for the transportation of loads			Determine the work involved to undertake the movement of a consignment		
			Code	LOG 8.1	issue
Description of this element					
<p>You will be able to determine the work involved to undertake the movement of a consignment. You will need to obtain information about the consignment to be moved, the distance to be travelled and the type of vehicle suitable to make the collection or delivery. It will also take into account any specific requirements the customer may have, providing they can be met within the constraints of the load and vehicle. The vehicle is any vehicle used for the movement of loads by road. The load is any goods moved by road, rail, air or water. You must have knowledge of health, safety and environmental issues relating to the movement of loads and how these may effect the costing of the job. You must be able to assess the cost implications of the loading or unloading facilities and of any specialist equipment required. You will then collate and record the information in accordance with current operational and organisational procedures.</p>					
	You must be able to:-	You must know and understand:-			
O/W/Q	1. Establish a point of contact where job details can be obtained	a) Source and point of contact for information on the movement of loads.			
O/W/Q	2. Confirm the collection and delivery point details to determine the distance and other associated costs or implications	b) The type of load and characteristics of the consignment to be moved			
O/W/Q	3. Identify and confirm the operational requirements and any constraints of consignments to be moved	c) Different modes of transport			
O/W/Q	4. Identify the driver and vehicle requirements for carrying out the transportation of the load in accordance with relevant legislation, regulations and codes of practice.	d) Types of vehicles to be used for carrying different loads and how these may effect the costing of the job			
O/W/Q	5. Obtain information on the physical loading or unloading facilities available at collection or delivery points relevant to the load and vehicle	e) The type of facilities required for loading and unloading			
O/W/Q	6. Identify any specialist equipment required for loading and unloading	f) Types of specialist equipment and its source			
O/W/Q	7. Obtain information on the health, safety and environmental issues relating to the movement of the consignment	g) Sources for information relating to health, safety and environmental issues			
O/W/Q	8. Collate and record the information in accordance with operational and organisational procedures	h) Relevant legislation, regulation and codes of practice			
		i) Operational and organisational procedures			
		j) Recording and documentation procedures			
		k) Constraints and conditions relating to the movement of loads			
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness			

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For the traffic office primary evidence will come from the outcomes of performance, supported by witness testimony and questioning of the candidate on their knowledge and understanding of the work being assessed. The candidate will need to have knowledge and understanding of the type of load and the associated characteristics of the load and how it has to be moved, what types of vehicles are suitable for the type of load being moved, the rules and regulations associated to the handling and movement of the loads, the process and procedures of collating the information and producing documentation for the movement of the loads.



The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the movement of a consignment, including those for drivers and the vehicles to be used.

It should be evident that the candidate can research and confirm information to determine the work involved to undertake the movement of a consignment. They will need to show what communications are carried out, with what contacts, what information has to be collated on the delivery or collection points, the distances involved, are there any constraints on the consignments being moved, the projected costs and any specific implications that have to be taken into account. They will have to consider what the loading and unloading facilities are and if there is a requirement for specialist equipment, and they will have to confirm the requirements of the driver and vehicle to be used. The assessor will need to see how all this information is collated and on record for reference and further use.

Evidence from records produced and maintained by the candidate on current and previous work done to determine the work involved to undertake the movement of a consignment should also be readily available for the assessor to inspect.

When assessing knowledge and understanding it would be expected that any questioning would be recorded.

Skills for Logistics National Occupational Standards

Unit		Element			
Quote for the transportation of loads					
				Prepare and issue quotations for the movement of consignments	
		Code	LOG 8.2	issue	May 2003
Description of this element					
<p>You must be able to prepare and issue quotations for the movement of consignments. You will confirm the information relating to the work to be quoted for and then identify the cost or rate for the job taking into account any variables that may occur during the life of the quote, e.g. fuel prices, insurance costs. To do this you must have knowledge of the cost implications relating to the movement of the load in accordance with relevant legislation, regulation and codes of practice. The load is any goods moved by road, rail, air or water. You must also be able to assess the cost implications of the loading or unloading facilities and of any specialist equipment required either on the vehicle or at the collection or delivery point. The vehicle is any vehicle used for the movement of loads by road. You will then prepare the quotation and communicate it to the customer in an appropriate manner and record the quotation in accordance with current operational and organisational procedures.</p>					
		You must be able to:-		You must know and understand:-	
O/W/Q	1. Confirm the information obtained to prepare the quotation	a)	The type of load and characteristics of the consignment to be moved		
O/W/Q	2. Check and confirm costing or rate for the transport of the load according to operational and organisational procedures	b)	Different modes of transport		
O/W/Q	3. Identify any variations influencing costs	c)	Types of vehicles to be used for carrying different loads and how these may effect the costing of the job		
O/W/Q	4. Prepare the quotation, incorporating the terms and conditions of the quote in accordance with operational and organisational procedures	d)	The type of facilities required for the loading and unloading		
O/W/Q	5. Communicate and confirm the quotation to the customer in accordance with operational and organisational procedures.	e)	Types of specialist equipment and its source		
O/W/Q	6. Record the quotation in accordance with operational and organisational procedures	f)	Operational and organisational procedures		
		g)	Costs and their fluctuations		
		h)	Terms and conditions for transporting loads		
		i)	Recording and documentation procedures		
		j)	Methods of communication e.g. oral, written, electronic		
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness			

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.



For the traffic office primary evidence will come from the outcomes of performance, supported by witness testimony and questioning of the candidate on their knowledge and understanding of the work being assessed. The candidate will need to have knowledge and understanding of the type of load and the associated characteristics of the load and how it has to be moved, what types of vehicles are suitable for the type of load being moved, the rules and regulations associated to the handling and movement of the loads, the process and procedures of collating the information and producing documentation for the movement of the loads.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the movement of a consignment, including those for drivers and the vehicles to be used.

It should be evident that the candidate can research and confirm information to prepare and issue quotations for the movement of consignments. They will need to confirm and identify with the information collated for the work involved to undertake the movement of the consignment. Prepare a quotation based on this information, the costings and rates applicable, produce the appropriate documentation and records of the quotation and refer to the means of communications with the customer. The assessor will need to see how the quotations are prepared and those that are on record carried out by the candidate and observe the overall preparation and issue of quotations.

Evidence from records produced and maintained by the candidate on current and previous work done to prepare and issue quotations for the movement of consignments should also be readily available for the assessor to inspect.

When assessing knowledge and understanding it would be expected that any questioning would be recorded.

Unit		Element			
International road transport operations					
				Determine the requirements for international movements	
		code	LOG 10.1	issue	May 2003
Description of this element					
You will be able to determine the requirements for the international movements. You must obtain the relevant information concerning international movements in accordance with relevant legislation, regulation and codes of practice. An international movement is any journey that involves the movement of a load outside of the United Kingdom, this may include the United Kingdom section of an international operation. The load is any goods moved by road, rail, air or water. You will take into account additional requirements for the load e.g. carnets, insurance, special instructions and legal requirements of any country(s) involved in the operation. Similarly any additional requirements for the driver e.g. driving licences, qualifications, visas, passport, legal and medical requirements, and also for the vehicle e.g. customs approval, legal requirements and vehicle design. The vehicle is any vehicle used for the movement of a load by road. You will record and communicate the additional requirements in an appropriate manner in accordance with current operational and organisational procedures. This information may be required in other languages.					
	You must be able to:-		You must know and understand:-		
O/W/Q	1. Obtain the relevant information concerning the loads to be transported into and out of the United Kingdom		a) Sources of relevant information and documentation for international movements		
O/W/Q	2. Determine the information for the driver, vehicle and load requirements relating to the international movement of goods in accordance with operational and organisational procedures.		b) Relevant international legislation, regulation and codes of practice		
O/W/Q	3. Confirm the relevant legislation, regulation and codes of practice for the international movement of loads		c) The type of load and characteristics of the consignment to be moved		
O/W/Q	4. Obtain the appropriate documentation for international movements		d) Different modes of transport		
O/W/Q	5. Record and communicate the information on the international movement of loads in accordance with operational and organisational procedures.		e) Types of vehicles to be used for carrying different loads and how these may effect the costing of the job		
			f) Skills and qualifications of driver personnel		
			g) The legislation, regulations and codes of practice in relation to the allocation of resources:- e.g. drivers hours and licence regulations, vehicle operators licensing requirements and environmental operating procedures		
			h) Relevant operational and organisational procedures.		
			i) Recording and documentation procedures		
			j) Methods of communication e.g. oral, written, electronic		
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness			

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.



For the traffic office primary evidence will come from the outcomes of performance, supported by witness testimony and questioning of the candidate on their knowledge and understanding of the work being assessed. The candidate will need to have knowledge and understanding of the type of load and the associated characteristics of the load and how it has to be moved, what types of vehicles are suitable for the type of load being moved, the rules and regulations associated to the handling and movement of the loads, the process and procedures of collating the information and producing documentation for the movement of the loads.

The assessor must also ascertain that the candidate has a clear understanding of international legislation, regulations and codes of practice relating to the movement of goods, including those for drivers and the vehicles to be used.

It should be evident that the candidate can research and confirm information to determine the requirements for the international movement of goods. They will need to demonstrate how and where they source and confirm the information for the driver, vehicle and load requirements. Candidates will also have to obtain the appropriate documentation for the international movement of goods. The assessor will need to see how all this information is collated and on record for reference and further use.

Evidence from records produced and maintained by the candidate on current and previous work done to determine the requirements for international movement of goods should also be readily available for the assessor to inspect.

When assessing knowledge and understanding it would be expected that any questioning would be recorded.

Unit		Element			
<p align="center">International road transport operations</p>					
				<p align="center">Implement the requirements for international movements</p>	
		code	LOG 10.2	issue	May 2003
<p>Description of this element</p> <p>You will be able to implement requirements for international movements. An international movement is any journey that involves the movement of a load outside of the United Kingdom, this may include the United Kingdom section of an international operation. The load is any goods moved by road, rail, air or water. This will include the issuing of instructions and documentation, and liaison with the relevant personnel e.g. customers, shipping agents, customs. You will maintain records of the international movement's and communicate in an appropriate manner. This information may be required in other languages.</p>					
	<p>You must be able to:-</p>		<p>You must know and understand:-</p>		
O/W/Q	1. Confirm the allocation of resources for international movements		a) Driver, vehicle and equipment resources and their allocation		
O/W/Q	2. Issue instructions and relevant documentation relating to international movements to the relevant personnel in accordance operational and organisational procedures		b) The type of load and characteristics of the consignment to be moved		
O/W/Q	3. Advise the relevant personnel of the movement of the load in accordance with operational and organisational procedures.		c) Different modes of transport		
O/W/Q	4. Ensure the movement is in compliance with relevant legislation, regulation and codes of practice for the international movement of loads		d) Relevant international legislation, regulation and codes of practice		
O/W/Q	5. Monitor movements and maintain records in accordance with operational and organisational procedures.		e) Sources of operational and organisational procedures.		
O/W/Q	6. Take appropriate actions to resolve any problems with the international movements in accordance with operational and organisational procedures.		f) Recording and documentation procedures		
			g) Methods of communication e.g. oral, written, electronic		
		<p><i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness</p>			

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For the traffic office primary evidence will come from the outcomes of performance, supported by witness testimony and questioning of the candidate on their knowledge and understanding of the work being assessed. An emphasis of this element is the candidate knowing the procedures relating to the international movement of loads and what documentation is required. The candidate will need to have knowledge and understanding of the type of load and the associated characteristics of the load and how it has to be moved, what types of vehicles are suitable for the type of load being moved, the rules and regulations associated to the handling and movement of the loads, the process and procedures of collating the information and producing documentation for the movement of the loads.

The assessor must ascertain that the candidate has a clear understanding of international legislation, regulations and codes of practice relating to the movement of goods, including those for drivers and the vehicles to be used.

It should be evident that the candidate can research and confirm information to implement the requirements for the international movement of goods. The candidate will be responsible for collating and preparing information and documentation and will issue the appropriate papers and instruction for the international movement of goods. They will also need to demonstrate how the international movement of goods is monitored. The assessor will need to see how all this information is collated and recorded, how the documents are issued and how instructions are communicated to implement the requirements for international movement of loads.

Evidence from records produced and maintained by the candidate on both current and previous work done to determine the requirements for international movement of goods should also be readily available for the assessor to inspect.

When assessing knowledge and understanding it would be expected that any questioning would be recorded.